

What is claimed is:

- 1        1. A system for conducting a communication comprising:  
2        at least one device for realizing a plurality of events  
3        in the communication, the at least one device generating a  
4        plurality of records concerning the events, respectively,  
5        the records including data descriptive of the respective  
6        events, each record including an identifier identifying the  
7        communication; and  
8        a server for processing the records before transmission  
9        thereof.
- 1        2. The system of claim 1 wherein the communication  
2        includes an information assistance call.
- 1        3. The system of claim 1 wherein the at least one  
2        device includes a switch subsystem for receiving the  
3        communication.
- 1        4. The system of claim 1 wherein the at least one  
2        device includes a voice response unit.
- 1        5. The system of claim 1 wherein at least one device  
2        includes a database subsystem for providing information  
3        assistance in the communication.
- 1        6. The system of claim 1 wherein at least one of the  
2        events includes a search for a telephone number.
- 1        7. The system of claim 1 wherein the at least one of  
2        the events includes a StarBack event.

1        8. The system of claim 1 wherein the data includes  
2 information identifying classes to which the respective  
3 events belong.

1        9. The system of claim 1 wherein the server compresses  
2 the data in the records before transmission thereof.

1        10. The system of claim 1 wherein the server controls  
2 a rate at which the records are transmitted.

1        11. The system of claim 1 wherein the server  
2 identifies selected records which are not to be transmitted.

1        12. The system of claim 1 wherein the server  
2 identifies priority statuses of the records and causes the  
3 records to be transmitted in an order pursuant to the  
4 priority statuses thereof.

1        13. The system of claim 12 wherein each of the  
2 priority statuses is indicated by a weight value relative to  
3 a predetermined weight value.

1        14. Apparatus for conducting a communication, the  
2 apparatus comprising:  
3        an interface for receiving a plurality of records, each  
4 record being associated with a respective one of a plurality  
5 of events occurring during the communication, each record  
6 including at least an identifier identifying the  
7 communication;  
8        a memory for storing a configuration file; and  
9        a processor for processing the records based on a  
10 specification in the configuration file.

11           15. The apparatus of claim 14 wherein the records are  
12 transmissible, and the processor compresses data in the  
13 records before transmission thereof.

1           16. The apparatus of claim 15 wherein the  
2 specification includes a translation table, and the data is  
3 compressed by translating selected terms in the records to  
4 representations thereof in accordance with the translation  
5 table.

1           17. The apparatus of claim 14 wherein the records are  
2 transmissible, and the processor controls a rate at which  
3 the records are transmitted.

1           18. The apparatus of claim 17 wherein the  
2 specification includes a selected length of a time window,  
3 and the processor controls the rate based on a latency  
4 measure within the time window.

1           19. The apparatus of claim 14 wherein each record  
2 includes a plurality of fields, and the processor identifies  
3 selected records which are transmissible based on one or  
4 more values in a selected field of the selected records, the  
5 specification including the identity of the selected field  
6 and the one or more values.

1           20. The apparatus of claim 14 wherein the records are  
2 transmissible, and the processor identifies priority  
3 statuses of the records based on the specification, the  
4 processor causing the records to be transmitted in an order  
5 pursuant to the priority statuses thereof.

6           21. The apparatus of claim 20 wherein each record has  
7 a plurality of fields, the specification including an  
8 association of a priority value with at least one of the  
9 fields which has a selected value.

1           22. The apparatus of claim 21 wherein the priority  
2 value includes a weight value relative to a predetermined  
3 weight value.

1           23. A communications system for processing a call  
2 received in a call center where an operator provides  
3 services in the call, the communications system comprising:  
4           at least one device for helping the operator to provide  
5 the services in the call, the at least one device generating  
6 a plurality of event records concerning the services, each  
7 event record including an identifier identifying the call;  
8           a memory for storing a configuration file;  
9           a first server for processing the event records in  
10 accordance with a specification in the configuration file;  
11 and  
12           a second server for receiving the processed event  
13 records from the first server through a communications  
14 network, the second server generating a database including  
15 selected data from the received event records.

1           24. The system of claim 23 wherein the at least one  
2 device includes a switch subsystem for receiving the call.

1           25. The system of claim 23 wherein the at least one  
2 device includes a voice response unit.

1        26. The system of claim 23 wherein the at least one  
2 device includes a database subsystem for providing  
3 information assistance in the call.

1        27. The system of claim 23 wherein at least one of the  
2 services includes a search for a telephone number.

1        28. The system of claim 23 wherein the at least one of  
2 the services includes a StarBack service.

1        29. The system of claim 23 wherein the specification  
2 includes a translation table, and the first server  
3 translates selected terms in the event records to  
4 representations thereof in accordance with the translation  
5 table.

1        30. The system of claim 23 wherein the specification  
2 includes a selected length of a time window, and the first  
3 server controls a rate at which the event records are sent  
4 to the second server based on a latency measure within the  
5 time window.

1        31. The system of claim 23 wherein each event record  
2 includes a plurality of fields, selected event records being  
3 sent by the first server to the second server, the first  
4 server identifying the selected event records based on one  
5 or more values of a selected field in the selected event  
6 records, the specification including the identity of the  
7 selected field and the one or more values.

1        32. The system of claim 23 wherein the first server  
2 identifies priority statuses of the event records based on

3 the specification, the first server causing the event  
4 records to be transmitted to the second server in an order  
5 pursuant to the priority statuses thereof.

1 33. The system of claim 32 wherein each event record  
2 has a plurality of fields, the specification including an  
3 association of a priority value with at least one of the  
4 fields which has a selected value.

1 34. The system of claim 23 wherein the first server  
2 causes the event records to be stored when a loss of a  
3 connection through the communications network is determined.

1 35. The system of claim 23 wherein the communications  
2 network includes a wide area network (WAN).

1 36. Apparatus for capturing events comprising:  
2 an interface for receiving data concerning first  
3 events;  
4 a processor for inserting the data into a database, and  
5 identifying second events based on selected data being  
6 inserted into the database; and  
7 an output for generating records representing the  
8 second events.

1 37. The apparatus of claim 36 wherein the data  
2 includes identifiers identifying at least one class to which  
3 the first events belong.

1 38. The apparatus of claim 36 wherein the records  
2 include identifiers identifying at least one class to which  
3 the second events belong.

4        39. The apparatus of claim 36 wherein the first events  
5 concern outbound calls made from a call center, and the  
6 second events concern long distance connections made in the  
7 outbound calls.

1        40. The apparatus of claim 36 wherein the first events  
2 concern conference calls made through a call center, and the  
3 second events concern long distance connections made in the  
4 conference calls.

1        41. The apparatus of claim 36 wherein the first events  
2 concern outbound calls made from a call center, and the  
3 second events concern a selected service to which the  
4 outbound calls are connected.

1        42. The apparatus of claim 36 wherein the first events  
2 concern conference calls made through a call center, and the  
3 second events concern a selected service to which the  
4 conference calls are connected.

1        43. Apparatus for compiling statistics concerning at  
2 least one communication, the communication including a  
3 plurality of events occurring during the communication, the  
4 apparatus comprising:

5        an interface for receiving records representing the  
6 events, each record including an identifier;

7        a processor for associating selected records with the  
8 communication based on the identifiers in the selected  
9 records; and

10       an output for generating the statistics concerning the  
11 communication based on data in the selected records.

1        44. The apparatus of claim 43 wherein the  
2 communication includes an information assistance call.

1        45. The apparatus of claim 43 wherein the identifiers  
2 each identify the communication.

1        46. The apparatus of claim 43 wherein the statistics  
2 is a function of time when the communication takes place.

1        47. The apparatus of claim 43 wherein the statistics  
2 is a function of an interval during which the communication  
3 takes place.

1        48. The apparatus of claim 43 wherein the  
2 communication is conducted through a call center, and the  
3 statistics is a function of a location of the call center.

1        49. The apparatus of claim 43 wherein the  
2 communication is transported through a carrier, and the  
3 statistics is a function of the carrier.

1        50. The apparatus of claim 43 wherein the  
2 communication originates from a market, and the statistics  
3 is a function of the market.

1        51. The apparatus of claim 43 wherein the selected  
2 records are selected based on a type of event represented  
3 thereby.

1        52. The apparatus of claim 43 wherein the data  
2 includes indications of selected events represented by the  
3 selected records.



4        53. A method for use in a system for conducting a  
5 communication, the system including at least one device, the  
6 method comprising:

7        realizing by the at least one device a plurality of  
8 events in the communication;

9        generating by the at least one device a plurality of  
10 records concerning the events, respectively, the records  
11 including data descriptive of the respective events, each  
12 record including an identifier identifying the  
13 communication; and

14        processing the records before transmission thereof.

1        54. The method of claim 53 wherein the communication  
2 includes an information assistance call.

1        55. The method of claim 53 wherein at least one of the  
2 events includes a search for a telephone number.

1        56. The method of claim 53 wherein the at least one of  
2 the events includes a StarBack event.

1        57. The method of claim 53 wherein the data includes  
2 information identifying classes to which the respective  
3 events belong.

1        58. The method of claim 53 wherein the processing  
2 includes compressing the data in the records before  
3 transmission thereof.

1        59. The method of claim 53 wherein the processing  
2 includes controlling a rate at which the records are  
3 transmitted.

4        60. The method of claim 53 wherein the processing  
5 includes identifying selected records which are not to be  
6 transmitted.

1        61. The method of claim 53 wherein the processing  
2 includes identifying priority statuses of the records and  
3 causing the records to be transmitted in an order pursuant  
4 to the priority statuses thereof.

1        62. The method of claim 61 wherein each of the  
2 priority statuses is indicated by a weight value relative to  
3 a predetermined weight value.

1        63. A method for collecting information concerning a  
2 communication, the method comprising:  
3        receiving a plurality of records, each record being  
4 associated with a respective one of a plurality of events  
5 occurring during the communication, each record including at  
6 least an identifier identifying the communication;  
7        storing a configuration file; and  
8        processing the records based on a specification in the  
9 configuration file.

1        64. The method of claim 63 wherein the records are  
2 transmissible, and the processing includes compressing data  
3 in the records before transmission thereof.

1        65. The method of claim 63 wherein the specification  
2 includes a translation table, and the data is compressed by  
3 translating selected terms in the records to  
4 representations thereof in accordance with the translation  
5 table.

6 66. The method of claim 63 wherein the records are  
7 transmissible, and the processing includes controlling a  
8 rate at which the records are transmitted.

1 67. The method of claim 66 wherein the specification  
2 includes a selected length of a time window, and the rate is  
3 controlled based on a latency measure within the time  
4 window.

1 68. The method of claim 63 wherein each record  
2 includes a plurality of fields, and the processing includes  
3 identifying selected records which are transmissible based  
4 on one or more values in a selected field of the selected  
5 records, the specification including the identity of the  
6 selected field and the one or more values.

1 69. The method of claim 63 wherein the records are  
2 transmissible, and the processing includes identifying  
3 priority statuses of the records based on the specification,  
4 and causing the records to be transmitted in an order  
5 pursuant to the priority statuses thereof.

1 70. The method of claim 69 wherein each record has a  
2 plurality of fields, the specification including an  
3 association of a priority value with at least one of the  
4 fields which has a selected value.

1 71. The method of claim 70 wherein the priority value  
2 includes a weight value relative to a predetermined weight  
3 value.

1        72. A method for use in a communications system for  
2        processing a call received in a call center where an  
3        operator provides services in the call, the communications  
4        system including at least one device, the method comprising:  
5        using the at least one device to help provide the  
6        services in the call;  
7        generating by the at least one device a plurality of  
8        event records concerning the services, each event record  
9        including an identifier identifying the call;  
10       storing a configuration file;  
11       processing the event records in accordance with a  
12       specification in the configuration file;  
13       receiving the processed event records through a  
14       communications network; and  
15       generating a database which includes selected data from  
16       the received event records.

1       73. The method of claim 72 wherein at least one of the  
2       services includes a search for a telephone number.

1       74. The method of claim 72 wherein the at least one of  
2       the services includes a StarBack service.

1       75. The method of claim 72 wherein the specification  
2       includes a translation table, and the processing includes  
3       translating selected terms in the event records to  
4       representations thereof in accordance with the translation  
5       table.

1       76. The method of claim 72 wherein the specification  
2       includes a selected length of a time window, and the  
3       processing includes controlling a rate at which the event

4 records are transmitted through the communications network  
5 based on a latency measure within the time window.

1 77. The method of claim 72 wherein each event record  
2 includes a plurality of fields, selected event records being  
3 transmitted through the communications network, the  
4 processing including identifying the selected event records  
5 based on one or more values of a selected field in the  
6 selected event records, the specification including the  
7 identity of the selected field and the one or more values.

1 78. The method of claim 72 wherein the processing  
2 includes identifying priority statuses of the event records  
3 based on the specification, and causing the event records to  
4 be transmitted through the communications network in an  
5 order pursuant to the priority statuses thereof.

1 79. The method of claim 78 wherein each event record  
2 has a plurality of fields, the specification including an  
3 association of a priority value with at least one of the  
4 fields which has a selected value.

1 80. The method of claim 72 wherein the processing  
2 includes storing the event records when a loss of a  
3 connection through the communications network is determined.

1 81. A method for capturing events comprising:  
2 receiving data concerning first events;  
3 inserting the data into a database;  
4 identifying second events based on selected data being  
5 inserted into the database; and  
6 generating records representing the second events.

7           82. The method of claim 81 wherein the data includes  
8 identifiers identifying at least one class to which the  
9 first events belong.

1           83. The method of claim 81 wherein the records include  
2 identifiers identifying at least one class to which the  
3 second events belong.

1           84. The method of claim 81 wherein the first events  
2 concern outbound calls made from a call center, and the  
3 second events concern long distance connections made in the  
4 outbound calls.

1           85. The method of claim 81 wherein the first events  
2 concern conference calls made through a call center, and the  
3 second events concern long distance connections made in the  
4 conference calls.

1           86. The method of claim 81 wherein the first events  
2 concern outbound calls made from a call center, and the  
3 second events concern a selected service to which the  
4 outbound calls are connected.

1           87. The method of claim 81 wherein the first events  
2 concern conference calls made through a call center, and the  
3 second events concern a selected service to which the  
4 conference calls are connected.

1           88. A method for compiling statistics concerning at  
2 least one communication, the communication including a  
3 plurality of events occurring during the communication, the  
4 method comprising:

5 receiving records representing the events, each record  
6 including an identifier;  
7 associating selected records with the communication  
8 based on the identifiers in the selected records; and  
9 generating the statistics concerning the communication  
10 based on data in the selected records.

1 89. The method of claim 88 wherein the communication  
2 includes an information assistance call.

1 90. The method of claim 88 wherein the identifiers  
2 each identify the communication.

1 91. The method of claim 88 wherein the statistics is a  
2 function of time when the communication takes place.

1 92. The method of claim 88 wherein the statistics is a  
2 function of an interval during which the communication takes  
3 place.

1 93. The method of claim 88 wherein the communication  
2 is conducted through a call center, and the statistics is a  
3 function of a location of the call center.

1 94. The method of claim 88 wherein the communication  
2 is transported through a carrier, and the statistics is a  
3 function of the carrier.

1 95. The method of claim 88 wherein the communication  
2 originates from a market, and the statistics is a function  
3 of the market.

1           96. The method of claim 88 wherein the selected  
2 records are selected based on a type of event represented  
3 thereby.

1           97. The method of claim 88 wherein the data includes  
2 indications of selected events represented by the selected  
3 records.